TMA

Uniform Business Office

“Updated”
SIT / OHI
Standard Insurance Table/Other Health Insurance
For
Pre-Conversion Activities
(Especially for MTF Staff who did not attend UBO Conference in March 2006)
Teleconference

Tuesday 11 April 2006 1100, 1400 EDT
Thursday 13 April 2006 0800, 1100, 1400 EDT

Dial in:1-866-866-2244
Passcode: 5260345#

Lt Col Yoder -TMA/UBO Program Manager
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Objectives

- Understand the SIT/OHI conversion
  - Key points of the pre-conversion activities
  - Business rules / DEERS SIT/HIC entry
- Know what resources are available and where to find them
- Understand the lessons learned from Madigan

What Is the SIT?

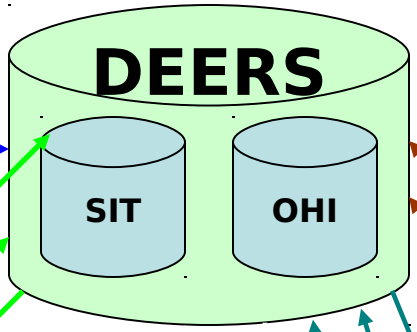
The Standard Insurance Table **(SIT)**

- Database of insurance companies and their claim's addresses
- Connected to an insurance carrier

Current Status of SIT/OHI on CHCS

- Only one carrier, one address for SIT entry
- Limited OHI information available
- Information is captured and stored locally on CHCS and shared with the local TPOCS
- Local access only

VPOC validates and approves all adds/updates to the Master SIT



Local Holders of the SIT:

•Subscribe daily to DEERS for updates to the SIT

Pharmacy Data Transaction Service

Local SIT

Local OHI

DEERS Online Enrollment System MCSCs & DPs

Purchased Care Claims

Local SIT

Local OHI

CHCS 1

Local SIT

Local OHI

TPOCS

SIT/OHI Conversion

- Central SIT and OHI data repository in the Defense Manpower Data Center (DMDC) Defense Enrollment Eligibility Reporting System (DEERS)
- Bi-directional interface with CHCS
- World-wide access

New Functions Supported by DEERS

- Real-time updates to central SIT and OHI repository on DEERS with global access
- Expansion of the captured OHI data
- Automation of MTF add/update SIT requests with verification by VPOC (verification point of contact)
- HIPAA-compliant

New Terminology

The SIT Entry (Standard Insurance Table) of the Current System

becomes

The HIC Entry (Health Insurance Carrier) Post-Conversion

New HIC Record

- Health Insurance Carrier (HIC)

  Carrier:

  - Name
  - HIC_ID assigned by DEERS (AETPA 0001)

  Coverage

  - Comprehensive Medical (default) (XM), Medical (MD); Dental (DN); Inpatient (IP); Outpatient (OP); Long Term Care (LT); Pharmacy (RX); Mental Health (MH); Vision (VI); Partial Hospitalization (PH); Skilled Nursing (SN)

HIC with Multiple Coverages

- HIC Name Aetna
- HIC ID AETVA0001
- HIC Coverage: **(Medical)**
  - HIC_CVG_TYP_CD: Medical (MD)
  - HIC_STAT_CD: S=standard
  - HIC_CVG_PYR_TYP: B=both Institutional and Professional
- HIC Coverage: **(Pharmacy)**
  - HIC_CVG_TYP_CD: Pharmacy (RX)
  - HIC_STAT_CD: S=standard
  - HIC_CVG_PYR_TYP: B=both Institutional and Professional

SIT/OHI Conversion Status

- Pre-conversion activities have begun (81 sites currently active)
- Pre-conversion guide, Web application tools, etc.
- Post-conversion guide
- MTF tentative activation timeline set

Activation Timeline

- Madigan, Bremerton, McChord, Oak Harbor Converted – December 2005

2006 PLAN:

- Resume deployment to limited test sites in May 2006
- Roll out in groups of 10-15 sites until completion

Understand Phases

Installation Change Packages 282, 283, 284 on CHCS worldwide

(No noticeable change)

5 New Reports

Additional Change Package under development and testing

Activation = SIT/OHI Conversion

Scheduled downtime when the Change Packages are activated

Pre- Conversion Activities

or

“Clean-Up” Activities

Why Prepare for Conversion?

- Prevent degradation in business office performance
  - OHI linked to Temporary CHCS SITs will be inactivated
  - Some Standard SITs in DEERS may no longer have the right mailing address information for your MTF
  - Temporary SITs and inactivated OHI will not cross over to DEERS and will not flow to billing applications
- Create a smoother transition for the conversion

Pre-Conversion Activities

1. TMA/UBO – Pre-Conversion Guide
   Online Web application

2. CHCS (Composite Health Care System)
   Five reports in Change Package 284

What Are the Activities ?

- Run CHCS reports
  - -Insurance Company
  - -Other Health Insurance (OHI)
  - -Insurance Verification (VER)
  - -New CHCS Reports
- Enter Temporary SITs via the DEERS online Web application tool
- Review Standard to SITs to ensure the mailing address information is correct for your MTF
- Run Third Party Outpatient Collection System (TPOCS) Report for Standard SITs

What You Will Need

- Pre- and Post- Conversion Guides
- DEERS MTF SIT online Web application
- Quick Reference Guide for Web application
- March 2004 and 2006 SIT Tables from DEERS
- Excel Spreadsheet listing updated DEERS HICs from March 2004 SIT

All documents are on UBO Web site

http://tricare.osd.mil/rm/index.cfm?pageId=10

Key Goals of Pre-Conversion Activities

- Save the SITs
- Save the OHI

Save SITs

SIT = Standard Insurance Table (Entry)

Temporary SIT (unverified)

Standard SIT (verified)

Inactive SIT

Temporary SITs

Insurance Company Report

- Will identify temporary SITs
- Use as a worksheet when entering temp SITs via the Web application tool
- SAVE report to identify and then re-point the temporary SITs after conversion

Online Web Application Tool

- Will transfer temporary SITs to DEERS

Standard and Inactive

Insurance Company Report:

- Run reports for CHCS Standard/Inactive

Standard Health Insurance Carrier (HIC)

- Need to match your CHCS Standards with those

currently on DEERS by using the following:

- March 2004 and 2006 SIT Tables

- Excel Spreadsheet with the list of HICs that have been changed (573) since March 2004 (Documents on UBO website)
- Control Find Command to search

Standards SITs Continued

Activity can be done in 2 phases:

Pre - Conversion: Identify your High Volume Carriers first, may continue

Post – Conversion: Some HICs may fall out with billing, so at that time, match those HICs against the tables. (on website)

Standards HICs Continued

CURRENT HIC	REPOINTED TO	6-Jan-06
EXPMO0009	EXPMN0013	
UNIUT0006	UNIUT0016	
EXPMO0005	EXPMO0013	
UNIGA0007	UNIGA0021	
AETKY0004	AETKY0010	
PRECA0002	PRECA0007	
MAIAZ0001	ADJ ADDRESS	
WALIL0001	WALIL0003	

Insurance Company Report (Con’t)

- Inactive SITs: Will be lost during conversion

  Review and decide what to keep,or ADD via Online Web Application

Pharmacy Changes

- RX SITs
- Pharmacy Benefit Manager (PBM)

RX SIT

- All current “RX” prefixed SITs already on the SIT table will be automatically converted to a HIC_ID with a coverage type of Pharmacy (RX) during conversion

Current Naming Convention: RX Aetna

Post-conversion Naming Convention: AETVA0001

Coverage type: RX

RX Temp SIT

Remember:

- Drop the RX when entering the SIT on the Web application
- SIT for RX Aetna will look like:

  HIC_Name: AETNA
- Coverage type of RX

Special Procedure for Pharmacy Benefit Manager (PBM)

- All PBMs will be entered into the SIT table as a separate HIC rather than as a coverage type under another HIC carrier

- Example: **HIC Name field**: **Caremark**

  HIC_ID CARPA0001

  Coverage type RX

Pharmacy SIT Entries

Two Methods:

- Coverage under a Carrier

  HIC Name/Carrier: First Choice
  HIC_ID: FIRVA 0001
  Coverage Type: RX

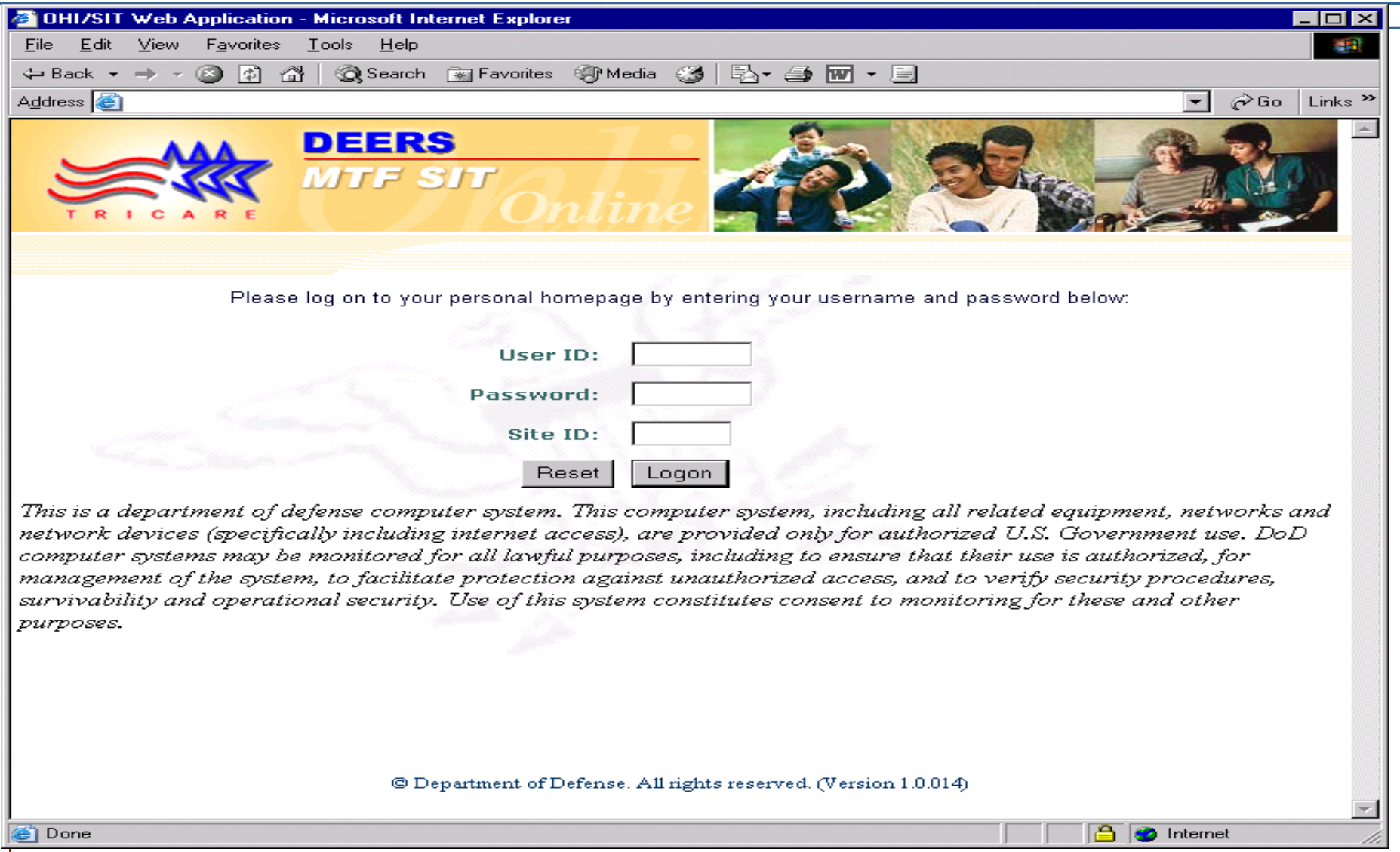
- As a Carrier (HIC) PBM

  HIC Name/Carrier: Express Scripts
  HIC_ID: EXPVA0001
  Coverage Type: RX

SIT/OHI Online Web Application Tool

URL - SIT online Web Application

https://www.dmdc.osd.mil/appj/ohiweb/mtflogon.jsp


OHI/SIT Web Application - Microsoft Internet Explorer
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Address
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TRICARE
DEERS
MTF SIT
Online
Please log on to your personal homepage by entering your username and password below:
User ID:
Password:
Site ID:
Reset
Logon
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Done
Internet

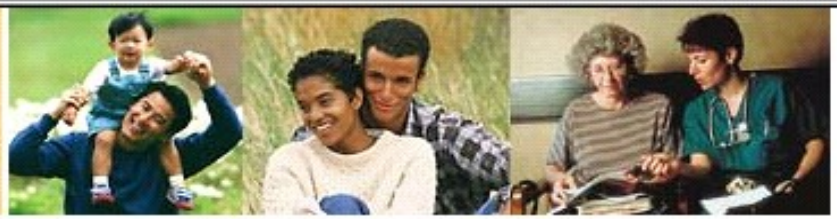
OHI/SIT Web Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address Go Links

DEERS
MTF SIT
Online



TRICARE

Home Log Off SIT Query Help

Enter Information for Health Insurance Carrier (HIC) Query

HIC Name: * aetna

State Code (US Only): ** CA (California)

Zip Code (US Only):

Or: Country Code: * US (United States (NATO member))

Back Reset Submit

Done Internet

OHI/SIT Web Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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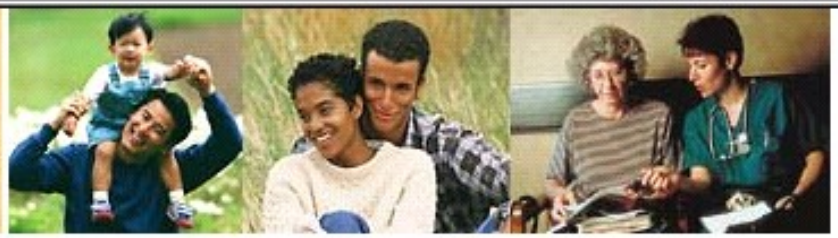
Address Go Links

DEERS
MTF SIT
Online



TRICARE

Home Log Off SIT Query Help

ADD A CARRIER ANOTHER INQUIRY

Carriers List

HIC NAME	COVERAGE	PAYER	ADDRESS	CITY	STATE	ZIP	Status	Ver. Status
AETNA US HEALTHCARE	XM	B	PO BOX 24019	FRESNO	CA	93779	S	V

Done Internet

SIT Query

Query Function – View of SIT table

Avoid duplicate entries

- Query Temporary SITs

Query Results

- Accept / Consider:

  Current Insurer's Name

  Current Telephone Number

- Match up:

  Address, City, State, Zip

  Attention Line

General Business Rules for Entries

- Accurate, quality data
- No punctuation marks, hyphens or any symbols (&<#<@)
- Naming convention for HIC_ID AET VA0001
- POC – Point of contact/person entering data

  Telephone number (No DSN)

  E-mail address

  Very important to discuss entry/VPOC

More Business Rules

- Valid telephone number for insurer
  - Required/necessary to verify
- Local comment field
  - include your MTF site
  - information to support entry, if necessary
  - additional telephone numbers

- Coverage type for the HIC:

  XM = Comprehensive and is Default

  Use XM unless specific coverage is known

  Medical = MD Pharm = RX Dental = DN Vision = VI

MTF Options

ADD: - HIC entry that is not on the SIT Table

- Need an attention line or telephone number that does not currently exist

Update: - All updates will be questioned

- Provide supportive data in Local Comment

- Contact VPOC to discuss

Cancel: - Only original MTF can cancel an entry prior to verification

- Entry was a mistake

Deactivate: - Insurer no longer exists

VPOC Options

Verify: Enter as is

Update: ADD or update request with valid change in data

Cross Reference: If duplicate information, VPOC can cross reference from one HIC to another HIC

Reject: Very infrequent

Why Reject?

Following maybe considered for rejection:

- RXSIT entries entered as the HIC _Name
- Invalid telephone number for insurer
- Entry is an obvious duplicate with all fields the same, except the HIC_Name is Aetna where Aetna Health Care or Aetna Health already exists

What to Do ?

- Identify/assign staff for SIT/OHI entries
- Identify your DEERS Site Security Manager (SSM) for New Sign - ons
- Obtain new security keys from CHCS personnel (next slide)
- Contact service-specific UBO manager

CHCS Security Keys

- Access Re-point: DG OHI MGMT (security key)
  DG REPOINT OHI BATCH UTILITY (secondary menu)
- Access OHI/PII and update: DG OHI (security key)
- Access Pre-Implementation Reports: DOD SIT MGR (security key)
  DG PRE-IMP SIT-OHI REPORTS (Option File, sub-menu)
- Access basic SIT: DOD SIT (security key)

Helpful Hints

- Save **all** reports and use them for comparison after conversion
- Feel free to make notes on reports
- Read pre-conversion documents
- Do the “clean-up” activities
- Communicate / ask questions

Resources

- **UBO Website**

  http://tricare.osd.mil/rm/index.cfm?pageId=10

- **Web Application URL**

  https://www.dmdc.osd.mil/appj/ohiweb/mtflogon.jsp

OHI
(Other Health Insurance)

What Is OHI?

Other Health Insurance **(OHI)**

- Refers to other health insurance policies that a non-active duty TRICARE beneficiary may carry
- Connected to an individual
- Represents potential collections for the TPC program under 10 USC 1095

New OHI

- **Policy** and **Coverage**:
  - **Policy**:
    - Carrier Name
    - Policy ID
    - Effective Calendar Date
    - HIPAA Insurance Type Code

      AP = Auto Insurance Policy; **CI** = Commercial (default);

      CP = Medicare Conditionally Primary; **HM** = HMO;

      GP = Group Policy; **IP** = Individual Policy;

      LD = Long Term Policy; **LT** = Litigation; **MB** = Medicare Part B;

      MC = Medicaid; **MI** = Medigap Part B; **MP** = Medicare Primary;

      PP = Personal Payment; **OT** = Other; **SN** = Supplemental Policy;

More OHI Specifics

- **Coverage**:
  - Coverage Type Code
    - Comprehensive Medical (default) (**XM**); Dental (**DN**); Inpatient (**IP**); Long Term Care (**LT**); Medical (**MD**); Mental Health (**MH**); Outpatient (**OP**); Partial Hospitalization (**PH**); Pharmacy (**RX**); Skilled Nursing (**SN**); Vision (**VI**);
  - Coverage Payer Type Code
    - **B** = both Institutional and Professional (default);
    - **I** = Institutional Only; **P** = Professional Only;
    - **N** = Nonbillable
  - Coverage Precedence Code (formerly Ranking)
    - **1**= Primary (default); **2** = Secondary; **3** = Tertiary
  - Coverage Effective Date

OHI with Multiple Policies

Policy: Blue Cross

Policy ID: 2345

Coverage Type: XM

Coverage Precedence: 1 (Primary)

Policy: United Health Care

Policy ID: 4768

Coverage Type:XM

Coverage Precedence: 2 (Secondary)

Policy: Express Scripts

Policy ID: 8564

Coverage Type:RX

Coverage Precedence: 1 (Primary)

More OHI Details

Claim Filing Code (Select one) (drop down) (09)

09 = self pay (default)
12 = Preferred Provider Organization (PPO)
13 = Point of Service (POS)
14 = Exclusive Provider Organization (EPO)
BL = Blue Cross/Blue Shield
CI = Commercial Insurance Co.
HM = Health Maintenance Organization
MC = Medicaid

10 = Central Certification MB = Medicare Part B
11 = Other Non-Federal Programs OF = Other Federal Program
15 = Indemnity Insurance TV= Title V
16 = Health Maintenance Organization (HMO)Medicare Risk VA = Veteran's Plan
AM = Automobile Medical WC= Worker's Comp
CH = CHAMPUS – (Tricare) Not supported by DEERS ZZ = (defined as unknown)
DS = Disability
LI = Liability
LM = Liability Medical

Goals of Activities

- Save the SITs
- Save the OHI

Save OHI

Other Health Insurance and VER Reports

– Identify inactivated OHI

Need to "work the OHI" identified

- Update the policy
- Investigate if it is associated with a lost temporary SIT (helpful post-conversion)
- Other reasons – troubleshoot, as needed

Summary

- Start/continue with pre-conversion activities
- Look for updated information on TMA/UBO Web site
- Communicate
- Yvette is proof that you will survive, too

Lessons Learned From Madigan

Yvette Guerrero

SIT Ticket to Success

Pre- and post-conversion activities:

- Coordinated with all sites on host
- Read all “Guides” provided.
- Worked all phases in stages
- Did not wait till last minute
- Double checked our data

SIT Stages

Worked in stages cleaning up our data:

- Temporary Insurance Company Report
  - Repointed to a Standard/Temporary SIT
  - Inactivated no longer needed Temporary SIT.
  - Made notes in comment section
- Inactive SIT *Other Health Insurance Report*
  - Repointed to a Standard/Temporary SIT
- DEERS SIT/OHI
  - Verified Temp in DEERS, if not added
- Printed / spooled all SIT reports!

Clean Temp SIT for Post-Conversion Repointing

Tips and Clarification

SIT (Standard Insurance Carrier)

HIC (Health Insurance Carrier)

- HICs reside on the SIT
- SIT IDs are now HIC IDs
- HIC ID will be first three letters of insurance name, state code and 4-digit number
  - Did not use ‘The’, ‘RX’ at beginning; careful with abbreviations and used Attn line.
- HICs now have coverage types and this is can be confusing
  - Spending time understanding this really helps

Tips and Clarification

Post Conversion:

- Used CHCS SIT menu to choose HICs for temporary SIT list
  - Typed in first three letters of insurance name, then state code
  - Chose HIC that I wanted, ensured it contained ‘XM’ coverage type for repointing
- Repointing the temporary SITs
  - Would not do this first day of conversion
  - PRINT TPOCS DOHI UPLOAD ERROR REPORT DAILY
- Some converted HICs will need to be repointed

OHI Ticket to Success

Pre- and post-conversion activities:

- Coordinated with all sites on host
- Read all “Guides” provided
- Worked all phases in stages
- Did not wait till last minute
- Double checked our data

OHI Stages

- OHI reports are run by DMIS
  - Printed / spooled all reports
  - Worked after SIT stages were done
- What did not convert in CHCS:
  - Incomplete OHI in PII
  - OHI with termination date prior to 10/2/02
  - OHI with inactive SIT
  - OHI with temporary SIT
    - These were repointed

Tips and Clarification

TPOCS (Take a deep breath!)

- All patients & policies, excluding manual entries, will be gone
  - Remarks area included, I created an ad hoc to save these
- All insurance companies, excluding manual entries, will be gone
  - Including all changed print settings; i.e., Pharmacy UCF to UB-92
- All posted bills are still there
  - The patient information may not have crossed over; this can be fixed
- Our DD2570 balanced pre- and post-conversion

Tips and Clarification

TPOCS-

- What did not cross-over during conversion?
  - Policies missing HIPAA-required fields
  - Non-converted OHI in CHCS
  - Non-ranked OHI
  - OHI linked to temporary SITs
    - Recommend to repoint on second day of conversion
    - Clearly see conversion errors vs repoint error
- TPOCS DOHI UPLOAD ERROR REPORT
  - Print daily and look for patterns
  - Fixed at source in PII, or HIC issue

Tips and Clarification

TPOCS-

- Not all patients were in TPOCS
  - Fixed at source in CHCS PII
  - If policy was non-ranked, changed to “P”
  - Blank PII screen; added again to PII
- Billing and lots of insurance choices
  - Cancelled extra coverages in CHCS PII, or
  - In TPOCS Patients/Policies – Links, inactivated unwanted coverage types

Summary

WE SURVIVED!

HARD WORK!

IMPLEMENTED CHANGES!

NEW WAY OF DOING BUSINESS!

BUSINESS AS USUAL!

CHCS and DEERS Helpdesk Information

CHCS: Users needing support with CHCS should contact the MHS Helpdesk at the following telephone numbers

(800) 600-9332 (CONUS)

(210) 767-5250 (Direct)

(866) 637-8725 (OCONUS)

or by e-mail at help@mhs-helpdesk.com or by fax (210) 767-0449.

DEERS: Users needing support with the DEERS MTF SIT Online Application should contact DMDC DEERS by calling 1-800-372-7437 Example: (Password Reset)

More Contacts

TRICARE Management Activity (TMA)

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Senior Air Force Liaison, Purchased Care Systems
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Ken.Wilson@tma.osd.mil
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Questions ???

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